Amendments to the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

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This listing of claims will replace all prior versions of claims in the application:

1.   (Currently Amended) A method for training a user of software for programming a programmable logic controller, comprising the steps of:

providing to the user a training hyperlink option in response to the user encountering difficulties with programming the programmable logic controller;

communicating information automatically over a communications network, in response to selection of the training hyperlink option, wherein the information communicated automatically pertains to the difficulties encountered by the user;

recording the information pertaining to the difficulties encountered by the user; ~~and~~

linking the user to ~~customized training resources~~ a website including training materials addressing the difficulties based on the information communicated over the communications network, ~~so as to provide the user solutions to the difficulties,~~ wherein the website instructs the user as to how to overcome the difficulties, thereby assisting the user to proceed with programming the programmable logic controller,

wherein programming the programmable logic controller to solve the programming difficulties is accomplished by programming input that comes from the user[[.]]; and

compiling statistics to determine which aspects of programming the programmable logic controller cause more difficulties and which aspects cause less difficulties.

2.   (Original) The method of claim 1, wherein the training hyperlink option is provided in response to a request by the user.

3.   (Original) The method of claim 1, wherein the training hyper link option is provided automatically in response to an error when using the software.

4.   (Original) The method of claim 1, wherein the information comprises data indicating at least one part of the software being used by the user.

5.   (Previously Presented) The method of claim 1, wherein the information further comprises data indicating at least one particular error made by the user.

6.   (Currently Amended) The method of claim 1, wherein the ~~training resources comprise~~ website comprises material which is presented at an internet web site.

7.   (Currently Amended) The method of claim 1, wherein the ~~training resources comprise~~ website comprises a multimedia presentation.

8.   (Currently Amended) The method of claim 1, wherein the ~~training resources comprise~~ website comprises a link to a customer service representative so as to allow the user to communicate with the customer service representative.

9.   (Original) The method of claim 1, wherein the communications network is a secure network with limited access.

10.   (Original) The method of claim 1, wherein the communications network is a private, internal network.

11.   (Currently Amended) The method of claim 1, wherein the programmable logic controller is used for factory automation purposes, and wherein the ~~training resources are~~ website is related to the factory automation purposes.

12.   (Previously Presented) A method for training a user of software for programming a programmable logic controller, comprising the steps of:

providing to the user a training hyperlink option in response to the user encountering difficulties with programming the programmable logic controller;

communicating information automatically over a communications network, in response to selection of the training hyperlink option, wherein the information communicated automatically pertains to the difficulties encountered by the user; and

linking the user to customized training resources addressing the difficulties based on the information communicated over the communications network, so as to provide the user solutions to the difficulties, assisting the user to proceed with programming the programmable logic controller,

wherein the information further comprises data indicating at least one particular error made by the user, and

wherein the information is used to compile statistics in order to determine which of the parts of the software cause more difficulties and which parts cause less difficulties.

13.   (Currently Amended) The method of claim 1, wherein the ~~training resources are~~ website is modifiable in order to more effectively provide solutions to the difficulties.

14.   (Currently Amended) The method of claim 13 wherein the ~~training resources are~~ website is modifiable at the same time as the software remains unmodified.

15.   (Currently Amended) A system for training a user of software for programming a programmable logic controller, comprising:

a user device, operatively coupled to a programmable logic controller, for enabling the user to use the software and thereby program the programmable logic controller, wherein the user device is capable of providing an optional hyperlink to the user in response to difficulty encountered by the user, and wherein the user device is also capable of providing a difficulties information signal which is indicative that the user has selected the hyperlink option in order to request training, and which additionally is indicative of the difficulty; and

~~a training resource,~~ a website including training materials operatively coupled to the user device via a communication network, for providing a training signal to the user device in response to the difficulties information signal and for recording the difficulty encountered by the user, wherein the training signal is indicative of customized solutions to the difficulty, wherein the website instructs the user as to how to overcome the difficulties, and wherein the difficulties information signal is used to compile statistics in order to determine which parts of the software cause more difficulties and which parts cause less difficulties. ~~assisting the user to program the~~

~~programmable logic controller so as to solve the difficulty and proceed with programming the programmable logic controller.~~

16. (Original) The system of claim 15, wherein the optional hyperlink is provided in response to a request by the user.

17. (Original) The system of claim 15, wherein the optional hyperlink is provided in response to an error when using the software.

18. (Original) The system of claim 15, wherein the difficulties information signal comprises data indicating at least one part of the software being used by the user.

19. (Original) The system of claim 15, wherein the difficulties information signal comprises data indicating at least one particular error made by the user.

20. (Original) The system of claim 15, wherein the training signal comprises data indicative of training material which is presented at an internet web site.

21. (Original) The system of claim 15, wherein the training signal comprises a link to a customer service representative so as to allow the user to communicate with the customer service representative.

22. (Original) The system of claim 15, wherein the training signal comprises data for a multimedia presentation.

23. (Original) The system of claim 15, wherein the communications network is a secure network with limited access.

24. (Currently Amended) The system of claim 15, wherein the ~~training means~~ website is modifiable in order to more effectively provide solutions to user difficulties, at the same time as the software remains unmodified.

25. (Original) The system of claim 15, wherein the user device comprises:

a programming software module responsive to a programming input signal from the user, for providing an automatic help request signal if user difficulties are detected, and for providing a programming difficulties signal indicative of the difficulties;

video and hyperlink display equipment, responsive to the automatic help request signal, and also responsive to a user help request signal, for providing to the user the training hyperlink option;

a training hyperlink activation module, responsive to the programming difficulties signal, and also responsive to a hyperlink selection signal, for providing the difficulties information signal; and

multimedia presentation equipment, responsive to the training signal, for providing training to the user supplementary to video training.

26.   (Original) The system of claim 24, wherein the training hyperlink activation module is also for providing a context inquiry signal if a hyperlink selection signal has been received but a programming difficulties signal is yet to be received, and wherein the programming software module is responsive to the context inquiry signal so that the programming difficulties signal will provide contextual information enabling the user to receive customized training.

27.   (Original) The system of claim 20, wherein the user uses the user device to communicate with the customer service representative, via an internet connection, concurrently as the user uses the user device to program the programmable logic controller.

28.   (Canceled)

29.   (Canceled)